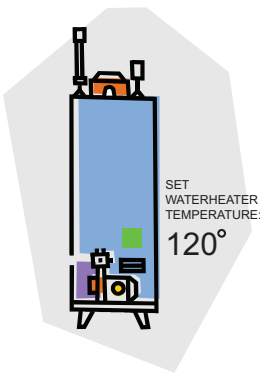


### Energy-saving Tip

Set water-heater temperatures at 120 degrees. A family of four, each showering for five minutes a day, uses 700 gallons of water each week. By lowering the thermostat on the water heater to 120 degrees, families can cut water heating bills without sacrificing comfort. Turning down the unit's thermostat to 120 degrees can help save you money, since water heating is a typical family's third largest energy expense, accounting for about 14 percent of utility bills.



## Questar Gas asks Wyoming PSC to cut natural gas rates by \$4.4 million

The cost to heat a home in southwestern Wyoming is going down. Questar Gas has filed with the Public Service Commission of Wyoming (PSC) to reduce natural gas rates by \$4.4 million. If approved, the rate cut will lower the typical homeowner's annual bill by about \$95, or 11 percent, beginning March 1. This latest cut follows a November 1, 2008, rate cut of \$11.9 million, or 23.4 percent. Twice yearly, Questar Gas and the PSC use third-party forecasts of natural gas prices

to estimate how much the utility's rates should be adjusted to cover anticipated costs of buying natural gas for its customers. Questar Gas president and CEO Ron Jibson said, "Our rates are consistently among the lowest in the U.S. Our cost to purchase natural gas for our customers has declined significantly in recent months, so we're passing the savings on to our customers."



## Caring for communities

### SERVING DINNER AT KIDS CAFÉ

Forty Questar volunteers served Thanksgiving dinner to about 200 children from Title 1 schools on November 25, 2008. The Kids' Café dinner was held at the Utah Food Bank.

Emily Nelson, the current 'Mrs. Utah,' was present to visit with the children and complimented Questar's volunteering efforts: "So many people say, 'I don't have the time or the money to get involved,' but what Questar is doing is impressive."

### LIVING AND GIVING THE UNITED WAY

You may have seen our employees on bus boards and billboards and in television commercials. Questar Corporation, its employees and retirees pledged more than \$1.3 million during the United Way's 2008/09 fundraising campaign. United Way supports local programs that benefit the most vulnerable citizens in our communities.

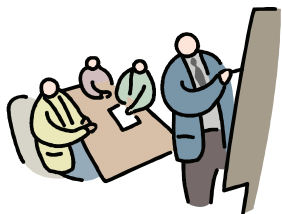


United Way of Salt Lake

## Looking for a speaker?

Providing the right speaker to talk to your group (50 or more) about natural gas is easy at Questar Gas. Keep us in mind next time you plan an emergency-preparedness fair or presentation for your group.

Visit [www.questargas.com](http://www.questargas.com) for more information. Call 801-324-5600 or e-mail [Speakers.Bureau@Questar.com](mailto:Speakers.Bureau@Questar.com) to schedule a presentation.



## Earthquake preparedness and natural gas

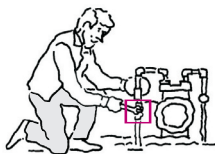
We all know we live in earthquake country, and it's best to be prepared. There are many things you can do to enhance your preparedness for an earthquake or other disaster. Have a plan in place. Educate your family. Stock emergency supplies. Secure breakable items. Additionally, here are a couple of tips for earthquake preparedness and your **natural gas service**.

### KNOW WHEN AND HOW TO TURN OFF YOUR GAS METER.

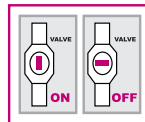
Remember, it may not be necessary to turn off the gas meter after an earthquake. The October 1989 San Francisco earthquake, for example, prompted 156,000 customers to turn their meters off. The local gas company later determined this was only necessary in 2 percent of those cases (roughly 3,100 customers). And, since gas meters should only be turned on by qualified utility, plumbing or heating workers, many of those customers were without natural gas service for several days. While fall weather in San Francisco can be fairly mild, an earthquake that damages gas service lines in our area during the winter months could cause additional problems in the form of freezing pipes.

### SO, WHEN SHOULD YOU TURN OFF YOUR GAS METER?

If you have structural damage or a fire, you smell natural gas or hear it leaking, or Questar makes the request, shut off the gas meter, **as long as you can do so safely**. The shut-off valve is located next to the meter as shown. In an emergency only, use



a wrench to turn the valve a quarter turn in either direction to the "off" position as shown in the illustration. Remember, once the meter is off, it should only be turned back on by a Questar Gas employee, a plumber, heating contractor or other qualified person.



### STRAP YOUR WATER HEATER.

Earthquakes can cause water heaters to tip over, potentially breaking both water and gas lines.

Make sure your water heater is secured to the wall or the floor to prevent damage and to preserve a fresh supply of drinking water. For more safety information, see our "Earthquake Preparedness and Natural Gas" brochure at [www.questargas.com](http://www.questargas.com); or call Questar Gas at 800-323-5517 for a free copy.



### KNOW THE SMELL OF NATURAL GAS

Our natural gas smells bad, but that's good.

Most people don't know it, but natural gas is odorless. To help ensure our customers' safety, however, we add a harmless chemical so even the slightest leak can be detected. Some people say the chemical odor smells like "rotten eggs."

If you don't know the smell, call today and ask for one of our scratch-and-sniff brochure: "Here's a smell you should know well."



**QUESTAR**<sup>®</sup>  
Gas

**Educate your family. Stock emergency supplies. Secure breakable items. For more safety information, see our "Earthquake Preparedness and Natural Gas" brochure at [QuestarGas.com](http://QuestarGas.com)**